

3-29-99

**FROM TITLE I, CHAPTER 3, SECTION 121 OF THE WORKFORCE  
INVESTMENT ACT OF 1999**

Regarding the memorandum of understanding:

The local board, with the agreement of the chief elected official:

- Shall develop, and enter into an MOU (between the local board and the One-Stop Partners) concerning the operation of the one-stop delivery system in the local area.
- Each MOU shall contain:
  - Description of the services provided through the One-Stop.
  - How the costs of the services and operating costs will be funded.
  - Methods of referral between the One-Stop Operator and the One-Stop Partners, for the services and activities provided.
  - The duration of the MOU and procedures for amending it.
  - Any other provisions that are consistent with WIA title I agreed to by the parties.

## **MEMORANDUM OF UNDERSTANDING (MOU)**

(Which is developed by the workforce investment board, the chief executive officer, and the partners)

### **PARTIES TO THIS MOU:**

The (BLANK) Workforce Investment Act Board; and

The Required Partners:

- Adult
- Dislocated Worker
- Youth
- Veterans Employment and Training Programs
- Migrant and Seasonal Farmworker Programs
- Indian and Native American Programs, Job Corps
- Youth Opportunity Grants
- Employment Service
- Adult Education
- Postsecondary Vocational Education
- Vocational Rehabilitation
- Welfare-to-Work
- Title V of the Older Americans Act
- Trade Adjustment
- NAFTA Transitional Adjustment Assistance
- Community Services Block Grant
- Employment and training activities carried out by the U.S. Department of Housing and Urban Development
- Unemployment Insurance
- CBOs
- CalWORKS (Not mandatory under WIA, but will be required if SB 43 is enacted)

And Other additional human resource program partners that MAY participate in the One-Stop, such as:

- Temporary Assistance for Needy Families
- Food Stamps Employment & Training
- National and Community Service Act programs
- Other appropriate federal, State or local programs

## **MOU FORMAT:**

The MOU may be developed as a single umbrella document, or as individual agreements submitted by each policy board member. The MOUs should present in concrete terms, member contributions and the mutual methodologies used in overseeing the operations of the One-Stop center operations.

## **GOALS:**

### **Partnership Participation:**

The One-Stop Vision of the (Blank) WIA One-Stop is built upon four guiding principles, which are the essence of the One-Stop delivery system. These principles should be the goals of all One-Stop delivery systems, and be reflected in the planning and implementation of operations. They are the guiding principles in the development of MOUs, and cannot be accomplished without partnerships based on trust, cooperation and collaboration. The four principles that guide the One-Stop delivery system are:

- a. **Integrated:** offers as many employment, training and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills.
- b. **Comprehensive:** a large array of useful information with wide and easy access to needed services.
- c. **Customer Focused:** the ability to support informed choice by providing a means for customers to judge the quality of these services.
- d. **Performance Based:** where clear outcomes to be achieved and methods for measuring the agreed-upon outcomes, including customer satisfaction, are identified.

## **SERVICES OF THE (BLANK) WIA ONE-STOP:**

The partners agree, and SHALL provide the following services:

1. Core Services: WIA Title I – Subtitle B (Regulations 662.240) eligibility determination; outreach, intake (worker profiling), and orientation; initial assessment; job search; placement assistance; career counseling; job listings; skills needed; occupational demand; information on eligible training providers; performance outcomes; filing claims for UI; supportive services; help in establishing eligibility for WtW and financial aid; and follow-up services (Title 1 – Subtitle B) for at least 12 months.
2. Access to intensive and training services (including serving as the point of access to individual training accounts). Training

services may include occupational skills training; on-the-job training; workplace training combined with related instruction; training programs operated by the private sector; skill upgrading and retraining; entrepreneurial training; job readiness training; adult education and literacy activities; and customized training.

3. Access to One-Stop partner programs and activities; and
4. Access to Wagner-Peyser services including job search, placement, recruitment, and other labor exchange services.

The Partners MAY also provide the following services:

1. Access to customized screening and referral of qualified participants in training services to employment.
2. Customized employment-related services to employers on a fee-for-service basis.
3. Supportive services.
4. Needs related payments.

**DESCRIPTION OF THE SERVICES PROVIDED THROUGH THE ONE-STOP PARTNERS:**

- A. Each partner entering into an MOU must:
  1. Describe the core services that will be provided through the One-Stop.
  2. Describe how the costs of the services and operating costs will be funded. These fair share costs should be proportionate to use of the system by individuals.
  3. Describe how these services will be integrated and duplication of services avoided.
  4. State whether staff will be co-located.
  5. State the approximate number, or range of staff available to the One-Stop delivery system.
  6. Describe the method of referral by One-Stop operators or partners to individuals for services.

The following are offered as examples of MOUs which describe services and how operating costs will be funded.

The Employment Development Department (EDD) agrees to:

- Co-locate/coordinate the services of two (2) staff. Salary, benefits, and all costs of EDD services to be paid by EDD.
- Train non-EDD staff in EDD processes.
- Provide access, directly or through EDD employees, to all jobs orders in the CalJOBS automated system.
- Participate in multi-disciplinary services.
- Provide access to EDD's Youth Employment Opportunity Program (mentorship program and paid mentor positions).
- Provide clients and staff with brochures and general information about how to file for unemployment insurance benefits using the Telephone Claims Filing (TFC) system.
- Develop, implement, and document a referral system for all services provided by EDD, which ensures clients make their connections.

The Department of Human Assistance (DHA) agrees to:

- Co-locate/coordinate the services of two (2) staff. Salary benefits, and all costs of DHA services to be paid by DHA.
- Provide information and referrals for:
  - CalWORKs Program
  - Foodstamps
  - Medi-Cal Assistance
  - General Assistance
- Assess center's clients' needs for other types of services or interventions for the following:
  - Food
  - Emergency Housing
  - Provide information and referral service to those agencies providing these services
- Provide orientation training to co-located staff regarding public assistance and other programs administered by the DHA.
- Coordinate Fast Track employment services to CalWORKs and non-CalWORKs customers to the extent possible.

- Participate in the delivery of W2W .
- Develop, implement, and document a referral system for all services provided by EDD, which ensures clients make their connections.

I TERM OF THE MOU:

The following is an example of the term of the MOU:

The term of this MOU shall commence on \_\_\_\_\_, and end on \_\_\_\_\_, and shall be binding upon each party hereto upon execution by such party, and shall be automatically renewed thereafter on a year-to-year basis, unless any party gives notice of non-renewal at least thirty (30) days prior to an anniversary date.